



STS Career Opportunities

Date Posted: October 30, 2019

Position Title: Information Systems Technical Consultant (Transition Manager)

Supporting: Enterprise Solutions Architect Team

Hiring Manager: Bob Campbell

Closing Date for Posting: One week

Job Overview Summary:

Reports to the Chief Systems Architect, who reports to the Chief Information Officer (CIO) within Strategic Technology Solutions (STS).

The Enterprise Systems Architecture organization owns the Service Transition processes for STS. The Service Transition consists of several processes including Change Management, Configuration Management, and Release Management. The Transition Manager provides management oversight and strategic direction over the above processes. The position will be the process owner for Change, Configuration, and Release Management, along with working closely with the process managers on the day to day execution of these processes.

Duties and Responsibilities:

- In conjunction with the Process Managers, develop and maintain the Service Transition processes
- Accountable for insuring that each process is executed as documented, including but not limited to:
 - Interfacing with operational groups to coordinate and resolve issues related to execution for Service Transition processes
 - Developing and reviewing appropriate KPIs and metrics associated with Service Transition
 - Developing and executing continuous improvement plans related to Service Transition processes
- Develop, maintain and communicate a comprehensive set of roles and responsibilities (RACI) for all participants in each process
- Lead communication & training related to Service Transition processes
- Support, engage and serve as an alternate process manager for the Change, Configuration and Release Management process

Minimum Qualifications: Bachelor's degree in an IT or Business-related field. Relevant professional information technology experience may be substituted for the required degree.

- Must have at least 8 years of experience within Information Technology. This experience must have proven success managing or leading high-level programs, or projects. This could be inclusive of project management or performing the role of a team lead of an operational area.
- Must have prior experience as a change agent and superb interpersonal skills with demonstrated success in managing through influence.
- Experience in change, config mgt, and/or release management.
- Must have prior experience with Change, Configuration or Release Management, examples include

- Change Management: CAB Chair, Change Manager, Change Analyst
- Release Manager: Release Manager, Deployment Manager
- Configuration: Configuration Manager, Configuration Librarian, Configuration Analyst
- Must have good planning, presentation, writing, and communication skills as the candidate will be required to prepare and present briefings to senior management.
- Must have expert level skills in cross-functional team building, consensus building, conflict resolution, and risk management.
- Must have the ability to multi-task in a dynamic environment.
- Must be able to collaborate with executives, creative teams, research and development, and product development teams.
- Must have experience working with automated ITSM ticketing systems
- ITIL Foundations Certified

Preferred Qualifications:

- Prior state government experience is a plus.
- ITIL Intermediate or Expert Certification.
- Management experience.

Knowledge, Skills, Abilities, Competencies:

- Decision Quality
- Problem Solving
- Developing Direct Reports and Others
- Directing Others
- Conflict Management
- Hiring and Staffing
- Drive for Results
- Organizational Agility
- Building Effective Teams
- Motivating Others

Only candidates who meet the minimum requirements for the position will be interviewed. The State of TN is an Equal Opportunity Employer.

Resumes should be submitted via email to EIT.Resumes@tn.gov

This position requires a criminal background check. Therefore, you may be required to provide information about your criminal history in order to be considered for this position.

Pursuant to the State of Tennessee's Workplace Discrimination and Harassment policy, the State is firmly committed to the principle of fair and equal employment opportunities for its citizens and strives to protect the rights and opportunities of all people to seek, obtain, and hold employment without being subjected to illegal discrimination and harassment in the workplace. It is the State's policy to provide an environment free of discrimination and harassment of an individual because of that person's race, color, national origin, age (40 and over), sex, pregnancy, religion, creed, disability, veteran's status or any other category protected by state and/or federal civil rights laws.